

# Centralised Service & Repair



22 June 2009 - EMEA Service & Repair

## Centralised Service and Repair Process for Honeywell Scanning & Mobility

Dear Customer,

We are pleased to announce that Honeywell Scanning & Mobility in EMEA will be centralising its services and repair centre in EMEA.

**We will be transitioning our legacy Metrologic ("MERC") facility in Madrid, Spain to the service and repair operation in Eindhoven, The Netherlands. This decision is a key part in the process of enhancing our customer service offerings.**

**The new service and repair process will go live as of 29th June 2009. Until then, it is business as usual.**

### 1. Management of Returns (RMA's)

The most obvious difference to the process is that we will implement a service that will enable all return requests to be dealt with by the Eindhoven technicians directly. You will no longer need to facilitate the service request through your CustomerONE representative. A FedEx portal will be used for hardware RMA requests and a technical support helpdesk for software issues.

### 2. Account Management/ Invoicing

Invoices for Repair and Service charges will be managed through the Eindhoven office and a new account will automatically be set up for you. Normal purchasing transactions will continue to be managed through your existing Account. (See note regarding contact and payment details)

### 3. EEC VAT Regulations

Under existing regulations and dependant on the country within which you operate, invoices may be subject to VAT:

- For customers within the Netherlands, VAT will be charged on repair and service charges if the repaired goods remain in The Netherlands. Otherwise see below.
- For other customers within the EU, or within the Netherlands where repaired goods are delivered outside of the Netherlands, no VAT is chargeable on the transaction provided we have details of your VAT number which we can record on the invoice to you.

- For customers outside the EU, no VAT will be charged.

The sole purpose of this administrative change is to enhance our repair and service offering and to enhance our commitment post sales support to our customer base across EMEA.

If you have any questions or concerns with this process change, please do not hesitate to contact your sales or your customer service representative. Alternatively, the details below will allow you to communicate directly with the Eindhoven service staff. Technical support will continue to assist with software issues and technical queries and our RMA department will continue to cover hardware problems.

Thank you in advance for your cooperation while we transition to one service and repair system.

Peter Howes  
Sales Leader EMEA  
Honeywell Scanning & Mobility

## 1. Finance Contacts and Details

- **Invoicing Legal Entity:**

Hand Held Products Europe BV  
Nijverheidsweg 9-13  
5627 BT Eindhoven, The Netherlands  
Tel. +31 402 901 600  
VAT no.: NL 8024.64.956.B01  
Chamber of Commerce Eindhoven: 170.89.960

- **Finance Contact**

Accounts Receivable  
Maurice van Thoor (Credit Analyst)  
Email: [Maurice.Vanthoor@honeywell.com](mailto:Maurice.Vanthoor@honeywell.com)  
Tel no.: +31 407 999 312  
Fax no.: +31 402 425 672

- **Bank Details for Payment**

Choose the correct bank by referencing the chart below based on the invoicing currency and country. Please note that the below bank details will also be shown on each invoice.

Currency	Country	Banker	Swift code	Bank/Sort code	Bank account no.	IBAN no.
Euro	France	ABN ANRO bank	ABNAFRPP	18739 / 00001	000.20.07.36.507.73	FR76 1873 9000 0100 2007 3650 773
Euro	Germany	ABN ANRO bank	ABNADEFFRA	502 304 00	15.76.600 / 009	DE31 5023 0400 1576 6000 09
Euro	Other	ABN ANRO bank	ABNANL2A		61.60.35.349	NL91 ABNA 0616035349
GBP	UK	ABN ANRO bank	ABNAGB2L	40-50-30	401.490.56	GB53 ABNA 4050 3040 1490 56
USD	All	ABN ANRO bank	ABNANL2A		61.62.60.563	NL49 ABNA 0616260563

## 2. General Contact Details

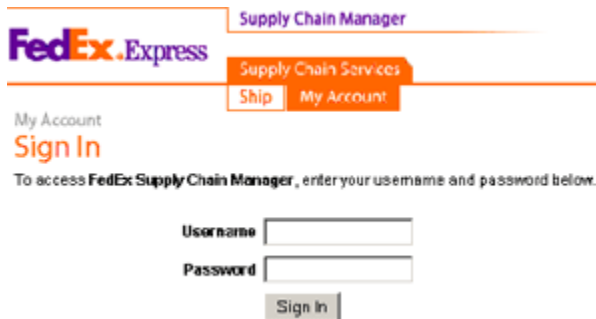
- For Hardware RMA returns please use the FedEx portal <https://www.fedexscs.emea.fedex.com/fscm/account/signin.do>
- For RMA escalations, status or feedback please contact [euroservice@honeywell.com](mailto:euroservice@honeywell.com)
- For Software / technical support issues please use the web page: <http://www.honeywell.com/aidc/eusupport> or call +31 (0)407999393.

## 3. FedEx Online RMA Request Process

- For a shipment request to the Honeywell Scanning & Mobility repair facility please visit <http://www.honeywellaicd.com> and navigate to the "FedEx Online RMA" option as pictured below.



- On the next web page, click the link <https://www.fedexscs.emea.fedex.com/fscm>.
- You are now able to sign in to our FedEx tool. Username: hsme and password: scanners



Supply Chain Manager

FedEx Express

Supply Chain Services

Ship My Account

My Account

**Sign In**

To access FedEx Supply Chain Manager, enter your username and password below.

Username

Password

Sign In

- To create a shipment, click the "Ship" tab
- At "Shipper information" you can fill in the pick up address. It is very important that address, telephone number and e-mail address are correct. (UK customers, please note the city box next to the postal code box!)

Supply Chain Services

Ship Track My Account

Shipping

## Create Shipment

Shipper Information Recipient Information

Please enter shipper address

Honeywell Scanning & Mobility - Service & Repair Dept

Company Honeywell Scanning & Mobility  
 Name Service & Repair Dept  
 Contact Nijverheidsweg 9-13  
 Name  
 Address Line 1 5627 Eindhoven NL  
 Address Line 2 +31 402901600  
 State/Province euroservice@honeywell.com  
 Postal Code/City  
 Country Please select...  
 Phone  
 E-mail

- At "Shipment Information" you can fill in your own "Reference" needed for you to be able to identify the order. The "Description" and "Comment" fields can be used to leave us details regarding the fault descriptions.

Shipment Information

Service Type R&R

Reference

Ship Date 2009-05-15

Country of Origin USA

Description LCD issue

Comments

Customs Value 0.0 Carriage Value 0.0 EUR

The "Country of Origin" and "Customs Value" fields are only meant for Non-EU customs regulations. EU-customers do not need to fill this out, and for Non-EU customers this is optional for your own administration. "Carriage Value" does not need to be filled out.

- At "Packaging Information" you can fill in the amount of Packages that need picking up in addition to their weight and measurements.

Packaging Information

Package type	Weight (kgs)	Length x Width x Height (cm)
Your packaging	0.0	0 0 0

- At "Article Information" you can fill in the amount of Articles, and their Serial #'s and Part #'s

Article Information

Part #	Serial #	Quantity	Package
		1	

- If you would need to submit more fault descriptions and/or serial/part numbers, a full list can be submitted to [euroservice@honeywell.com](mailto:euroservice@honeywell.com). As long as the weight and measurements of the box(es) are filled in correctly, a second shipment request is not needed
- Now you can click the "Submit" button, which will take you to the next page to review your request, and then you can click the "Confirm" button to send us your request!

### 3.1 Free of charge shipment of the repairs to the Honeywell Scanning & Mobility repair facility

- After we have reviewed and authorized your request, a confirmation e-mail will be sent with instructions on how the package will be picked up. This confirmation e-mail will also contain the FedEx order number.

- Customers in Austria, Belgium, Finland, France, Germany, Italy, Portugal, Spain, and the United Kingdom will have to call a toll free number, which is provided in said e-mail. Please make sure to mention our third party Account Number (also mentioned in said e-mail) when speaking to the operator! An airway bill (shipping document) which is need to ship the package will be attached to the confirmation e-mail, and the FedEx operator might need the "TRK #" printed on it too.
- Customers in all other countries will be contacted by FedEx's courier of choice, and you do not need to call. An Airway Bill (shipping document) will be distributed to you by the courier.
- Please place a copy of the Airway Bill on the box for the courier. Also make sure to place the paperwork in the box for us to identify your RMA.
- Please note: Non EU customers will also need to create a commercial invoice and place this on the box for custom regulations.
- If the request is submitted before 15:00, the package will be picked up the next business day to be shipped to the Honeywell Scanning & Mobility repair facility in Eindhoven.

### 3.2 Your repairs

- You will receive a confirmation via fax or email once we receive your RMA at our repair facility. This confirmation will also contain the Honeywell Scanning & Mobility RMA number.
- From that point the standard turnaround time will be 12 business days (not guaranteed) for Non-Contract repairs. For Contract repairs, the turnaround time will be based on what is agreed in your contract.
- Please contact us if you do not have a contract on your devices but do require a faster turnaround time. You will find the costs listed below:

	Input devices:			PDT devices:		
	UK customers	Euro customers	other	UK customers	Euro customers	other
<b>5 day T.A.T.</b>	£ 15	€ 20	\$ 24	£ 30	€ 40	\$ 48
<b>3 day T.A.T.</b>	£ 30	€ 40	\$ 48	£ 65	€ 80	\$ 96
<b>1 day T.A.T.</b>	£ 50	€ 60	\$ 72	£ 100	€ 120	\$ 144

If the device is not covered under standard warranty or physical damaged (please see [http://www.honeywellaidc.com/Site.aspx/eu/en/support/product\\_repair/warranty\\_info](http://www.honeywellaidc.com/Site.aspx/eu/en/support/product_repair/warranty_info).) we will send you a repair quotation via e-mail or fax. A purchase order number and/or signature will be required for the processing and returning of the repaired devices. If you decide not to accept the repair quotation and would like to have the devices returned un-repaired, a diagnostic fee will be charged to cover the time invested by Honeywell Scanning & Mobility.

If there are any questions or issues please contact our team immediately at [euroservice@honeywell.com](mailto:euroservice@honeywell.com).

## 4. Premium Services

Honeywell also offers a range of repair services that go beyond the standard warranty that deliver an even greater peace of mind to our customers. Service Made Simple (SMS) is a fully comprehensive service offering the following benefits:

- 3 or 5 year program
- 1 business day turnaround at Honeywell depot on hand-held, hands-free and bi-optic products
- 3 business day turnaround at Honeywell depot on mobility products
- Full comprehensive coverage for normal wear and tear and accidental breakage

- Collection and return freight paid for by Honeywell through the FedEx Portal
- Total peace of mind for the cost of a few pennies a week.

For customers who are only interested in factory warranty extensions it is possible to purchase additional warranty in yearly increments up to a total of five years. For more information about factory warranty extensions or Service Made Simple, contact your local Honeywell representative.